

**CUSTOMER COUNCIL MEETING MINUTES**  
**Department of Administrative Services – Human Resources Enterprise**  
**Hoover A, Conference Room 5-North**  
**June 4, 2008**  
**1:30 p.m.**

<b>Agenda Item</b>	<b>Notes</b>
<b>Members Present</b>	John Craig, American Federation of State, County and Municipal Employees (AFSCME) Bill Gardam, Human Services, Chair Dennis Mack, Iowa Veterans Home, Vice-Chair Jim Riordan, Public Employment Relations Board (PERB) Bill Snyder, Judicial Roger Stirler, Revenue Steve Timmins, Department of Management (DOM)
<b>Members Absent</b>	Marty Deaton, Public Safety Mike Marshall, Legislature Lance Noe, Drake Penny Westfall, Iowa Law Enforcement Academy Dave Werning, Inspections and Appeals
<b>Other Attendees</b>	Mollie Anderson, Department of Administrative Services (DAS) Nancy Berggren, Dept. of Administrative Services –Human Resources Enterprise (DAS-HRE) Susan Churchill, DAS-HRE, Responsible for Taking Meeting Minutes Brenda Easley, DAS Mary Ann Hills, DAS-HRE Tracy Hunt, Public Safety Laura Riordan, DAS
<b>Opening Remarks</b>	<ol style="list-style-type: none"> <li>I. Bill Gardam called the meeting to order.</li> <li>II. Approval of meeting minutes.               <ol style="list-style-type: none"> <li>A. Roger Stirler made a motion to approve the minutes of November 28, 2007.                   <ol style="list-style-type: none"> <li>1. Bill Snyder seconded the motion.</li> <li>2. No discussion.</li> <li>3. All in favor.</li> <li>4. Minutes approved.</li> </ol> </li> <li>B. Bill Snyder made a motion to approve the minutes of April 2, 2008.                   <ol style="list-style-type: none"> <li>1. Roger Stirler seconded the motion.</li> <li>2. No discussion.</li> <li>3. All in favor.</li> <li>4. Minutes approved.</li> </ol> </li> <li>C. Bill Gardam noted a typo on page two of the minutes of May 7, 2008.                   <ol style="list-style-type: none"> <li>1. Jim Riordan made a motion to approve the minutes with the correction.</li> <li>2. Bill Snyder seconded the motion.</li> <li>3. No discussion.</li> <li>4. All in favor.</li> <li>5. Minutes approved.</li> </ol> </li> </ol> </li> </ol>
<b>Updates</b>	<ol style="list-style-type: none"> <li>I. Nancy Berggren provided general updates in DAS.               <ol style="list-style-type: none"> <li>A. Diversity Council                   <ol style="list-style-type: none"> <li>1. A template of the Affirmative Action/Diversity Plan will be distributed</li> </ol> </li> </ol> </li> </ol>

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	<p>to departments soon and will be due to DAS by July 31, 2008.</p> <ol style="list-style-type: none"> <li>2. The Governor-mandated diversity training for managers and supervisors will be starting soon at no cost to departments.</li> </ol> <ol style="list-style-type: none"> <li>B. The Collective Bargaining Survey, which will be sent to departments on June 5, 2008, will ask for suggested changes to the Collective Bargaining Agreement.</li> <li>C. DAS is on track with classification training; the training will: <ol style="list-style-type: none"> <li>1. Begin in late July or early August 2008.</li> <li>2. Be open to all – even to those departments that won't be doing their own classification.</li> <li>3. Be held on one day a week for three weeks.</li> </ol> </li> <li>D. The Benefits Bureau will be hiring one additional employee to work on tax-sheltered annuities for school districts, community colleges, and area education agencies; the position will be funded by the customers of these entities.</li> </ol> <ol style="list-style-type: none"> <li>II. Mollie Anderson thanked Council Members for their service. <ol style="list-style-type: none"> <li>A. The new DAS Council will be under the direction of the Department of Management (DOM).</li> <li>B. DOM will be asking for the group's advice and counsel.</li> </ol> </li> </ol>
<b>Budget Updates</b>	<ol style="list-style-type: none"> <li>I. Brenda Easley provided a budget update. <ol style="list-style-type: none"> <li>A. DAS-HRE had a balance of \$205,197 for the month of April 2008.</li> <li>B. DAS-HRE Utility Rates for FY 2010 will change. <ol style="list-style-type: none"> <li>1. Personnel Officers – rate will increase.</li> <li>2. Labor Relations – rate will decrease.</li> <li>3. Benefits – rate will decrease.</li> <li>4. Employee Services/Merit – rate will increase due to : <ol style="list-style-type: none"> <li>a. Increase in recruitment (advertising).</li> <li>b. Increase in staff to support the Diversity Council.</li> </ol> </li> </ol> </li> </ol> </li> <li>II. Bill Snyder made a motion to approve the rate methodology and the rates for FY 2010. <ol style="list-style-type: none"> <li>C. Dennis Mack seconded the motion.</li> <li>D. No discussion.</li> <li>E. All in favor.</li> <li>F. Motion passed.</li> </ol> </li> <li>III. Bill Snyder made a motion to recommend a comment period of 30 days (for departments to comment on the rates) with results to be forwarded to DOM. <ol style="list-style-type: none"> <li>A. Jim Riordan seconded the motion.</li> <li>B. No discussion.</li> <li>C. All in favor.</li> <li>D. Motion passed.</li> </ol> </li> </ol>
<b>Next Meeting</b>	<i>The DAS-HRE Customer Council will not meet again. One DAS Customer Council, facilitated by the Department of Management, will be established soon.</i>
<b>Adjourned</b>	The meeting adjourned at 2:10 p.m.